



United States Postal Service  
Office of Inspector General  
Attn: Human Resources  
1735 N. Lynn Street, 10<sup>th</sup> Floor  
Arlington, VA 22209-2020

## USPSOIG VACANCY ANNOUNCEMENT #06-46

Grade: Administrative Band- Level I FLSA: Non-Exempt  
Salary: \$29,604- \$58,318 per Annum  
(Includes Locality Pay)  
Relocation Expenses Will Not Be Paid  
Position: Two Located in Arlington, VA  
Open: 04/12/06 Close: 04/27/06

### Hotline Program Technician

The United States Postal Service Office of Inspector General (OIG) is seeking highly qualified applicants to fill our Hotline/Virtual Front Office Program Technician position in the Office of General Counsel in Arlington, VA. Applicants must have experience carrying out limited scope projects and referring contacts, primarily by phone, to the appropriate source for information, complaint filing, or the reporting of fraud, waste, or misconduct. The OIG mission is to provide reports to the Postal Service Executives, Governors and Congress to help the Postal Service maximize revenues (approximately \$70 billion a year), minimize costs, and prevent and detect fraud, waste, abuse and mismanagement.

#### MINIMUM QUALIFICATIONS

- At least four years of clerical/administrative experience or a combination of college and related experience

#### EVALUATION FACTORS

- Knowledge of a body of standardized administrative, clerical, or technical procedures to support the Hotline/Virtual Front Office and a visitor control center which includes experience in handling live phone coverage for a large volume of calls and greeting visitors
- Skill in the use of personal computers and software programs in an office environment to extract, revise or sort information from records or databases
- Skill in oral communication to obtain and properly process information in an environment where multi-tasking is constant
- Ability to make accurate decisions and maintain professionalism and poise in a fast-paced environment

#### ADDITIONAL REQUIREMENTS

- Ability to pass a physical examination, drug screening, and background investigation
- Ability to obtain/maintain a government-issued credit card
- Ability to work a flexible schedule (Hours of operation are 7:30 a.m. – 8:00 p.m.)

#### TO BE CONSIDERED, APPLICANTS MUST SUBMIT

- Any of the following forms: OF-612, SF-171, PS Form 2591, PS Form 991, or a resume
- Latest performance appraisal (within 15 months); must have received at least a contributor or satisfactory level of performance rating; must meet the core and specialized competencies for the position
- A separate, written narrative that describes specific experience (knowledge, skills, and abilities) for each Evaluation Factor (limited to one page per factor)

#### NOTE

- **OPEN TO ALL SOURCES**
- **U.S. CITIZENSHIP REQUIRED**
- **APPLICATIONS MUST BE SUBMITTED TO THE FOLLOWING EMAIL ADDRESS: [JOBS@USPSOIG.GOV](mailto:JOBS@USPSOIG.GOV) OR MAILED TO: USPS – OIG, Human Resources – 1735 N. Lynn Street, 10<sup>th</sup> Floor, Arlington, VA 22209-2020**
- **MUST BE RECEIVED BY MIDNIGHT (EST) ON THE CLOSING DATE OF THE ANNOUNCEMENT**
- **APPLICANTS WHO DO NOT ADDRESS EACH OF THE EVALUATION FACTORS WILL NOT BE CONSIDERED**

Applicants must meet all eligibility requirements by the closing date of the announcement. **All submissions must include the vacancy announcement number.**



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#### **BASIS OF RATING**

Candidates will be evaluated on the skills they possess that are directly related to the duties of the position and/or the experience, education, and training that indicate the applicant's ability to acquire the particular knowledge and skills needed to perform the duties of the position.

#### **REASONABLE ACCOMMODATIONS**

This agency provides reasonable accommodations to applicants with disabilities. If you require accommodations for any part of the application and/or hiring process, please call (703) 248-2353. The decision on granting an accommodation request will be made on a case-by-case basis.

#### **Why Apply With The Postal Service OIG?**

- **Flexible Work Schedules!**
- **Flexible Spending – Pre-Tax dollars for Child and Health Care!**
- **Locality Pay for Geographical Area Included!**
- **Pre-tax Dollars for Commuting!**
- **State of the Art Technology!**
- **Pay System that Rewards High Performers!**
- **Thrift Savings Plan with Matching Contributions up to 5%!**
- **Government-Backed Pension Plan!**
- **Ongoing Professional Development for every employee through Classroom/Virtual training, Seminars, Conferences and Tuition Reimbursement!**
- **Convenient Parking! Near Metro!**
- **On the Top 10 Corporations List in the U.S.!**
- **In the Top 50 Corporations for minorities and women!**

Job Line Number:  
1-888-OIG-HIRO  
1-888-644-4470  
DC Relay Service:  
202-855-1234 (TTY)  
Or Visit our website:  
[www.uspsoug.gov](http://www.uspsoug.gov)

AN EQUAL OPPORTUNITY EMPLOYER